

PO Box 7868  
Santa Cruz CA 95061-7868  
January 27, 2001

Mr. Gary W. Litwinowicz  
Manager  
Service Management Policies and Programs  
United States Postal Service  
475 L'Enfant Plz SW Rm 6801  
Washington DC 20260-1603

**Re: Freedom of Information Act Request**

Dear Mr. Litwinowicz:

In 1998, 1999, 2000, or 2001, I believe that the Postal Service changed the service standards for delivery of First-Class Mail destined to the California SCF's of San Francisco (ZIP Codes 940, 941, 943, and 944), Oakland (ZIP Codes 945, 946, 947, and 948), and San Jose (ZIP Codes 950 and 951). Pursuant to the Freedom of Information Act, I request a copy of every document and other record, whether in electronic or hard-copy form, that identifies any change in service standards for First-Class Mail destined to the SCF's listed above, provides the effective date of any change in service standards for First-Class Mail destined to the SCF's listed above, or explains reasons or justifications for any change in service standards for First-Class Mail destined to the SCF's listed above. My request covers only documents relating to changes in service standards implemented in 1998, 1999, 2000, or 2001.

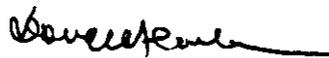
At this time, I am not willing to pay any fees for the provision of this information. According to 39 C.F.R. § 265.9(g)(2)(i), fees shall not be charged for the first 100 pages of duplication and the first two hours of search time. If fees will need to be charged, please notify me in advance.

Consistent with 5 U.S.C. § 552(a)(6) and 39 C.F.R. § 265.7(b), I look forward to receiving the information that I have requested within 20 working days of the date on which you receive this request.

Please contact me if you need to clarify any part of my request.

Thank you for your time.

Sincerely,



Douglas F. Carlson

POSTAL SERVICE  
OFFICE  
JUN 19 9 42 AM '01  
RECEIVED



February 16, 2001

Mr. Douglas F. Carlson  
P.O. Box 7868  
Santa Cruz, CA 95061-7868

Dear Mr. Carlson:

This is in reference to your letter dated January 27, requesting electronic or hard copy documentation for service standards changes to destinations 940-944, 945-948 and 950-951.

Service standards for the above SCF destinations were changed in January 2000. As requested, enclosed is a copy of the notification (Enclosure 1) advising field managers of the changes. Also enclosed is data showing the changes between the originating and destinating ZIP pairs (Enclosure 2).

Enclosure 3 provides information from the 2/3 day Service Standard Realignment Model that identifies processes, methodologies, and operating parameters for changing service standards. For privacy reasons, names of team members who participated on the realignment team are being withheld. Portions of this record also contain information of a nature which in keeping with good business practice, would not be publicly disclosed. Such information may be withheld from disclosure under the FOIA by operation of 39 U.S.C. 410(c)(2). This information consists of data reflecting internal operational plans as well as mail volumes. Such data is considered commercially sensitive and privileged and is routinely withheld from public disclosure. For the aforementioned reasons, some information is redacted from Enclosure 3.

Since we have redacted a portion of the requested records from disclosure, I am required to inform you that you may appeal any portion of this initial determination by letter directed to the General Counsel, United States Postal Service, 475 L'Enfant Plaza, SW, Washington DC 20260-1100.

I trust that you will find this information comprehensive and fully responsive to your request. Should you have any questions regarding the attached information, please contact me at your earliest convenience.

Sincerely,

A handwritten signature in black ink, appearing to read "Gary W. Litwinowicz", with a long, sweeping underline.

Gary W. Litwinowicz  
Manager  
Service Management Policies and Programs

Enclosures

***ENCLOSURE 1***

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Author: CHARLES M GANNON at WADC037L

Date: 2/7/01 12:39 PM

Normal

TO: DEBORAH A SEAWARD

Subject: SERVICE STANDARD ADJUSTMENTS

----- Message Contents

Deborah

This is the message announcing the A/P 5 & 6 FY-00 changes.

Chuck

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Forward Header

Subject: SERVICE STANDARD ADJUSTMENTS

Author: JOSEPH X HARRIS at WADC037L

Date: 1/14/00 3:41 PM

All Managers, Operations Support

As per our discussion at the MOS meeting of January 6, we will be implementing our initial Service Standard Realignment Plan adjustments within the next week. Attached is an Excel workbook that identifies the specific changes by Originating and Destinating 3-Digit ZIP. As noted in the file, the first portion of the plan will be implemented before the end of A/P 5-00. Appropriate adjustments will be made to the EXFC and ODIS databases, and all related output files will be re-cast to reflect the Service Standard changes. The remainder of these initial changes will be implemented in A/P 6-00.

In order to monitor the impact of these adjustments, we request that you do not make any changes to your operating procedures, such as sortation schemes or transportation routings. This will allow us to evaluate the impact of these initial changes versus our current baseline.

If you have any questions, please contact me at your earliest convenience.

Joseph Harris

***ENCLOSURE 2***

**FCM SERVICE STANDARD ADJUSTMENTS (355 ZIP Pairs) IMPLEMENTED DURING A/P 5 & 6, FY-00**  
**(for Destinating ZIP Codes 940, 941, 943, 944, 945, 946, 947, 948, 950 & 951)**

Official Date of Change	ORIGIN ZIP	Origin Facility	DEST ZIP	Destination Facility	OLD Standard	NEW Standard
01/01/00	800	DENVER CO	940	SAN FRANCISCO CA	2	3
01/01/00	801	DENVER CO	940	SAN FRANCISCO CA	2	3
01/01/00	802	DENVER CO	940	SAN FRANCISCO CA	2	3
01/01/00	803	DENVER CO	940	SAN FRANCISCO CA	2	3
01/01/00	804	DENVER CO	940	SAN FRANCISCO CA	2	3
01/01/00	805	DENVER CO	940	SAN FRANCISCO CA	2	3
01/01/00	806	DENVER CO	940	SAN FRANCISCO CA	2	3
01/01/00	807	DENVER CO	940	SAN FRANCISCO CA	2	3
01/01/00	808	COLORADO SPRINGS CO	940	SAN FRANCISCO CA	2	3
01/01/00	809	COLORADO SPRINGS CO	940	SAN FRANCISCO CA	2	3
01/01/00	810	COLORADO SPRINGS CO	940	SAN FRANCISCO CA	2	3
01/01/00	835	SPOKANE WA	940	SAN FRANCISCO CA	2	3
01/01/00	838	SPOKANE WA	940	SAN FRANCISCO CA	2	3
01/01/00	865	ALBUQUERQUE NM	940	SAN FRANCISCO CA	2	3
01/01/00	870	ALBUQUERQUE NM	940	SAN FRANCISCO CA	2	3
01/01/00	871	ALBUQUERQUE NM	940	SAN FRANCISCO CA	2	3
01/01/00	872	ALBUQUERQUE NM	940	SAN FRANCISCO CA	2	3
01/01/00	873	ALBUQUERQUE NM	940	SAN FRANCISCO CA	2	3
01/01/00	874	FARMINGTON NM	940	SAN FRANCISCO CA	2	3
01/01/00	875	ALBUQUERQUE NM	940	SAN FRANCISCO CA	2	3
01/01/00	877	LAS VEGAS NM	940	SAN FRANCISCO CA	2	3
01/01/00	878	SOCORRO NM	940	SAN FRANCISCO CA	2	3
01/01/00	879	TRUTH OR CONSEQUENCES NM	940	SAN FRANCISCO CA	2	3
01/01/00	880	LAS CRUCES NM	940	SAN FRANCISCO CA	2	3
01/01/00	881	CLOVIS NM	940	SAN FRANCISCO CA	2	3
01/01/00	882	ROSWELL NM	940	SAN FRANCISCO CA	2	3
01/01/00	883	CARRIZOZO NM	940	SAN FRANCISCO CA	2	3
01/01/00	884	TUCUMCARI NM	940	SAN FRANCISCO CA	2	3
01/01/00	990	SPOKANE WA	940	SAN FRANCISCO CA	2	3
01/01/00	991	SPOKANE WA	940	SAN FRANCISCO CA	2	3
01/01/00	992	SPOKANE WA	940	SAN FRANCISCO CA	2	3
01/01/00	993	PASCO WA	940	SAN FRANCISCO CA	2	3
01/01/00	994	SPOKANE WA	940	SAN FRANCISCO CA	2	3
01/01/00	800	DENVER CO	941	SAN FRANCISCO CA	2	3
01/01/00	801	DENVER CO	941	SAN FRANCISCO CA	2	3
01/01/00	802	DENVER CO	941	SAN FRANCISCO CA	2	3
01/01/00	803	DENVER CO	941	SAN FRANCISCO CA	2	3
01/01/00	804	DENVER CO	941	SAN FRANCISCO CA	2	3
01/01/00	805	DENVER CO	941	SAN FRANCISCO CA	2	3
01/01/00	806	DENVER CO	941	SAN FRANCISCO CA	2	3
01/01/00	807	DENVER CO	941	SAN FRANCISCO CA	2	3
01/01/00	808	COLORADO SPRINGS CO	941	SAN FRANCISCO CA	2	3
01/01/00	809	COLORADO SPRINGS CO	941	SAN FRANCISCO CA	2	3
01/01/00	810	COLORADO SPRINGS CO	941	SAN FRANCISCO CA	2	3
01/01/00	835	SPOKANE WA	941	SAN FRANCISCO CA	2	3
01/01/00	838	SPOKANE WA	941	SAN FRANCISCO CA	2	3
01/01/00	865	ALBUQUERQUE NM	941	SAN FRANCISCO CA	2	3
01/01/00	870	ALBUQUERQUE NM	941	SAN FRANCISCO CA	2	3
01/01/00	871	ALBUQUERQUE NM	941	SAN FRANCISCO CA	2	3
01/01/00	872	ALBUQUERQUE NM	941	SAN FRANCISCO CA	2	3
01/01/00	873	ALBUQUERQUE NM	941	SAN FRANCISCO CA	2	3
01/01/00	874	FARMINGTON NM	941	SAN FRANCISCO CA	2	3
01/01/00	875	ALBUQUERQUE NM	941	SAN FRANCISCO CA	2	3
01/01/00	877	LAS VEGAS NM	941	SAN FRANCISCO CA	2	3
01/01/00	878	SOCORRO NM	941	SAN FRANCISCO CA	2	3

**FCM SERVICE STANDARD ADJUSTMENTS (355 ZIP Pairs) IMPLEMENTED DURING A/P 5 & 6, FY-00**  
**(for Destinating ZIP Codes 940, 941, 943, 944, 945, 946, 947, 948, 950 & 951)**

Official Date of Change	ORIGIN ZIP	Origin Facility	DEST ZIP	Destination Facility	OLD Standard	NEW Standard
01/01/00	879	TRUTH OR CONSEQUENCES NM	941	SAN FRANCISCO CA	2	3
01/01/00	880	LAS CRUCES NM	941	SAN FRANCISCO CA	2	3
01/01/00	881	CLOVIS NM	941	SAN FRANCISCO CA	2	3
01/01/00	882	ROSWELL NM	941	SAN FRANCISCO CA	2	3
01/01/00	883	CARRIZOZO NM	941	SAN FRANCISCO CA	2	3
01/01/00	884	TUCUMCARI NM	941	SAN FRANCISCO CA	2	3
01/01/00	990	SPOKANE WA	941	SAN FRANCISCO CA	2	3
01/01/00	991	SPOKANE WA	941	SAN FRANCISCO CA	2	3
01/01/00	992	SPOKANE WA	941	SAN FRANCISCO CA	2	3
01/01/00	993	PASCO WA	941	SAN FRANCISCO CA	2	3
01/01/00	994	SPOKANE WA	941	SAN FRANCISCO CA	2	3
01/01/00	800	DENVER CO	943	SAN FRANCISCO CA	2	3
01/01/00	801	DENVER CO	943	SAN FRANCISCO CA	2	3
01/01/00	802	DENVER CO	943	SAN FRANCISCO CA	2	3
01/01/00	803	DENVER CO	943	SAN FRANCISCO CA	2	3
01/01/00	804	DENVER CO	943	SAN FRANCISCO CA	2	3
01/01/00	805	DENVER CO	943	SAN FRANCISCO CA	2	3
01/01/00	806	DENVER CO	943	SAN FRANCISCO CA	2	3
01/01/00	807	DENVER CO	943	SAN FRANCISCO CA	2	3
01/01/00	808	COLORADO SPRINGS CO	943	SAN FRANCISCO CA	2	3
01/01/00	809	COLORADO SPRINGS CO	943	SAN FRANCISCO CA	2	3
01/01/00	810	COLORADO SPRINGS CO	943	SAN FRANCISCO CA	2	3
01/01/00	835	SPOKANE WA	943	SAN FRANCISCO CA	2	3
01/01/00	838	SPOKANE WA	943	SAN FRANCISCO CA	2	3
01/01/00	865	ALBUQUERQUE NM	943	SAN FRANCISCO CA	2	3
01/01/00	870	ALBUQUERQUE NM	943	SAN FRANCISCO CA	2	3
01/01/00	871	ALBUQUERQUE NM	943	SAN FRANCISCO CA	2	3
01/01/00	872	ALBUQUERQUE NM	943	SAN FRANCISCO CA	2	3
01/01/00	873	ALBUQUERQUE NM	943	SAN FRANCISCO CA	2	3
01/01/00	874	FARMINGTON NM	943	SAN FRANCISCO CA	2	3
01/01/00	875	ALBUQUERQUE NM	943	SAN FRANCISCO CA	2	3
01/01/00	877	LAS VEGAS NM	943	SAN FRANCISCO CA	2	3
01/01/00	878	SOCORRO NM	943	SAN FRANCISCO CA	2	3
01/01/00	879	TRUTH OR CONSEQUENCES NM	943	SAN FRANCISCO CA	2	3
01/01/00	880	LAS CRUCES NM	943	SAN FRANCISCO CA	2	3
01/01/00	881	CLOVIS NM	943	SAN FRANCISCO CA	2	3
01/01/00	882	ROSWELL NM	943	SAN FRANCISCO CA	2	3
01/01/00	883	CARRIZOZO NM	943	SAN FRANCISCO CA	2	3
01/01/00	884	TUCUMCARI NM	943	SAN FRANCISCO CA	2	3
01/01/00	990	SPOKANE WA	943	SAN FRANCISCO CA	2	3
01/01/00	991	SPOKANE WA	943	SAN FRANCISCO CA	2	3
01/01/00	992	SPOKANE WA	943	SAN FRANCISCO CA	2	3
01/01/00	993	PASCO WA	943	SAN FRANCISCO CA	2	3
01/01/00	994	SPOKANE WA	943	SAN FRANCISCO CA	2	3
01/01/00	800	DENVER CO	944	SAN FRANCISCO CA	2	3
01/01/00	801	DENVER CO	944	SAN FRANCISCO CA	2	3
01/01/00	802	DENVER CO	944	SAN FRANCISCO CA	2	3
01/01/00	803	DENVER CO	944	SAN FRANCISCO CA	2	3
01/01/00	804	DENVER CO	944	SAN FRANCISCO CA	2	3
01/01/00	805	DENVER CO	944	SAN FRANCISCO CA	2	3
01/01/00	806	DENVER CO	944	SAN FRANCISCO CA	2	3
01/01/00	807	DENVER CO	944	SAN FRANCISCO CA	2	3
01/01/00	808	COLORADO SPRINGS CO	944	SAN FRANCISCO CA	2	3
01/01/00	809	COLORADO SPRINGS CO	944	SAN FRANCISCO CA	2	3
01/01/00	810	COLORADO SPRINGS CO	944	SAN FRANCISCO CA	2	3

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**(for Destinating ZIP Codes 940, 941, 943, 944, 945, 946, 947, 948, 950 & 951)**

Official Date of Change	ORIGIN ZIP	Origin Facility	DEST ZIP	Destination Facility	OLD Standard	NEW Standard
01/01/00	835	SPOKANE WA	944	SAN FRANCISCO CA	2	3
01/01/00	838	SPOKANE WA	944	SAN FRANCISCO CA	2	3
01/01/00	865	ALBUQUERQUE NM	944	SAN FRANCISCO CA	2	3
01/01/00	870	ALBUQUERQUE NM	944	SAN FRANCISCO CA	2	3
01/01/00	871	ALBUQUERQUE NM	944	SAN FRANCISCO CA	2	3
01/01/00	872	ALBUQUERQUE NM	944	SAN FRANCISCO CA	2	3
01/01/00	873	ALBUQUERQUE NM	944	SAN FRANCISCO CA	2	3
01/01/00	874	FARMINGTON NM	944	SAN FRANCISCO CA	2	3
01/01/00	875	ALBUQUERQUE NM	944	SAN FRANCISCO CA	2	3
01/01/00	877	LAS VEGAS NM	944	SAN FRANCISCO CA	2	3
01/01/00	878	SOCORRO NM	944	SAN FRANCISCO CA	2	3
01/01/00	879	TRUTH OR CONSEQUENCES NM	944	SAN FRANCISCO CA	2	3
01/01/00	880	LAS CRUCES NM	944	SAN FRANCISCO CA	2	3
01/01/00	881	CLOVIS NM	944	SAN FRANCISCO CA	2	3
01/01/00	882	ROSWELL NM	944	SAN FRANCISCO CA	2	3
01/01/00	883	CARRIZOZO NM	944	SAN FRANCISCO CA	2	3
01/01/00	884	TUCUMCARI NM	944	SAN FRANCISCO CA	2	3
01/01/00	990	SPOKANE WA	944	SAN FRANCISCO CA	2	3
01/01/00	991	SPOKANE WA	944	SAN FRANCISCO CA	2	3
01/01/00	992	SPOKANE WA	944	SAN FRANCISCO CA	2	3
01/01/00	993	PASCO WA	944	SAN FRANCISCO CA	2	3
01/01/00	994	SPOKANE WA	944	SAN FRANCISCO CA	2	3
01/01/00	800	DENVER CO	945	OAKLAND CA	2	3
01/01/00	801	DENVER CO	945	OAKLAND CA	2	3
01/01/00	802	DENVER CO	945	OAKLAND CA	2	3
01/01/00	803	DENVER CO	945	OAKLAND CA	2	3
01/01/00	804	DENVER CO	945	OAKLAND CA	2	3
01/01/00	805	DENVER CO	945	OAKLAND CA	2	3
01/01/00	806	DENVER CO	945	OAKLAND CA	2	3
01/01/00	807	DENVER CO	945	OAKLAND CA	2	3
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01/01/00	810	COLORADO SPRINGS CO	945	OAKLAND CA	2	3
01/01/00	835	SPOKANE WA	945	OAKLAND CA	2	3
01/01/00	838	SPOKANE WA	945	OAKLAND CA	2	3
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01/01/00	871	ALBUQUERQUE NM	945	OAKLAND CA	2	3
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Official Date of Change	ORIGIN ZIP	Origin Facility	DEST ZIP	Destination Facility	OLD Standard	NEW Standard
01/01/00	800	DENVER CO	946	OAKLAND CA	2	3
01/01/00	801	DENVER CO	946	OAKLAND CA	2	3
01/01/00	802	DENVER CO	946	OAKLAND CA	2	3
01/01/00	803	DENVER CO	946	OAKLAND CA	2	3
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01/01/00	807	DENVER CO	947	OAKLAND CA	2	3
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**(for Destinating ZIP Codes 940, 941, 943, 944, 945, 946, 947, 948, 950 & 951)**

Official Date of Change	ORIGIN ZIP	Origin Facility	DEST ZIP	Destination Facility	OLD Standard	NEW Standard
01/01/00	879	TRUTH OR CONSEQUENCES NM	947	OAKLAND CA	2	3
01/01/00	880	LAS CRUCES NM	947	OAKLAND CA	2	3
01/01/00	881	CLOVIS NM	947	OAKLAND CA	2	3
01/01/00	882	ROSWELL NM	947	OAKLAND CA	2	3
01/01/00	883	CARRIZOZO NM	947	OAKLAND CA	2	3
01/01/00	884	TUCUMCARI NM	947	OAKLAND CA	2	3
01/01/00	990	SPOKANE WA	947	OAKLAND CA	2	3
01/01/00	991	SPOKANE WA	947	OAKLAND CA	2	3
01/01/00	992	SPOKANE WA	947	OAKLAND CA	2	3
01/01/00	993	PASCO WA	947	OAKLAND CA	2	3
01/01/00	994	SPOKANE WA	947	OAKLAND CA	2	3
01/01/00	800	DENVER CO	948	OAKLAND CA	2	3
01/01/00	801	DENVER CO	948	OAKLAND CA	2	3
01/01/00	802	DENVER CO	948	OAKLAND CA	2	3
01/01/00	803	DENVER CO	948	OAKLAND CA	2	3
01/01/00	804	DENVER CO	948	OAKLAND CA	2	3
01/01/00	805	DENVER CO	948	OAKLAND CA	2	3
01/01/00	806	DENVER CO	948	OAKLAND CA	2	3
01/01/00	807	DENVER CO	948	OAKLAND CA	2	3
01/01/00	808	COLORADO SPRINGS CO	948	OAKLAND CA	2	3
01/01/00	809	COLORADO SPRINGS CO	948	OAKLAND CA	2	3
01/01/00	810	COLORADO SPRINGS CO	948	OAKLAND CA	2	3
01/01/00	835	SPOKANE WA	948	OAKLAND CA	2	3
01/01/00	838	SPOKANE WA	948	OAKLAND CA	2	3
01/01/00	865	ALBUQUERQUE NM	948	OAKLAND CA	2	3
01/01/00	870	ALBUQUERQUE NM	948	OAKLAND CA	2	3
01/01/00	871	ALBUQUERQUE NM	948	OAKLAND CA	2	3
01/01/00	872	ALBUQUERQUE NM	948	OAKLAND CA	2	3
01/01/00	873	ALBUQUERQUE NM	948	OAKLAND CA	2	3
01/01/00	874	FARMINGTON NM	948	OAKLAND CA	2	3
01/01/00	875	ALBUQUERQUE NM	948	OAKLAND CA	2	3
01/01/00	877	LAS VEGAS NM	948	OAKLAND CA	2	3
01/01/00	878	SOCORRO NM	948	OAKLAND CA	2	3
01/01/00	879	TRUTH OR CONSEQUENCES NM	948	OAKLAND CA	2	3
01/01/00	880	LAS CRUCES NM	948	OAKLAND CA	2	3
01/01/00	881	CLOVIS NM	948	OAKLAND CA	2	3
01/01/00	882	ROSWELL NM	948	OAKLAND CA	2	3
01/01/00	883	CARRIZOZO NM	948	OAKLAND CA	2	3
01/01/00	884	TUCUMCARI NM	948	OAKLAND CA	2	3
01/01/00	990	SPOKANE WA	948	OAKLAND CA	2	3
01/01/00	991	SPOKANE WA	948	OAKLAND CA	2	3
01/01/00	992	SPOKANE WA	948	OAKLAND CA	2	3
01/01/00	993	PASCO WA	948	OAKLAND CA	2	3
01/01/00	994	SPOKANE WA	948	OAKLAND CA	2	3
01/01/00	800	DENVER CO	950	SAN JOSE CA	2	3
01/01/00	801	DENVER CO	950	SAN JOSE CA	2	3
01/01/00	802	DENVER CO	950	SAN JOSE CA	2	3
01/01/00	803	DENVER CO	950	SAN JOSE CA	2	3
01/01/00	804	DENVER CO	950	SAN JOSE CA	2	3
01/01/00	805	DENVER CO	950	SAN JOSE CA	2	3
01/01/00	806	DENVER CO	950	SAN JOSE CA	2	3
01/01/00	807	DENVER CO	950	SAN JOSE CA	2	3
01/01/00	808	COLORADO SPRINGS CO	950	SAN JOSE CA	2	3
01/01/00	809	COLORADO SPRINGS CO	950	SAN JOSE CA	2	3
01/01/00	810	COLORADO SPRINGS CO	950	SAN JOSE CA	2	3

**FCM SERVICE STANDARD ADJUSTMENTS (355 ZIP Pairs) IMPLEMENTED DURING A/P 5 & 6, FY-00**  
**(for Destinating ZIP Codes 940, 941, 943, 944, 945, 946, 947, 948, 950 & 951)**

Official Date of Change	ORIGIN ZIP	Origin Facility	DEST ZIP	Destination Facility	OLD Standard	NEW Standard
01/01/00	835	SPOKANE WA	950	SAN JOSE CA	2	3
01/01/00	838	SPOKANE WA	950	SAN JOSE CA	2	3
01/01/00	865	ALBUQUERQUE NM	950	SAN JOSE CA	2	3
01/01/00	870	ALBUQUERQUE NM	950	SAN JOSE CA	2	3
01/01/00	871	ALBUQUERQUE NM	950	SAN JOSE CA	2	3
01/01/00	872	ALBUQUERQUE NM	950	SAN JOSE CA	2	3
01/01/00	873	ALBUQUERQUE NM	950	SAN JOSE CA	2	3
01/01/00	874	FARMINGTON NM	950	SAN JOSE CA	2	3
01/01/00	875	ALBUQUERQUE NM	950	SAN JOSE CA	2	3
01/01/00	877	LAS VEGAS NM	950	SAN JOSE CA	2	3
01/01/00	878	SOCORRO NM	950	SAN JOSE CA	2	3
01/01/00	879	TRUTH OR CONSEQUENCES NM	950	SAN JOSE CA	2	3
01/01/00	880	LAS CRUCES NM	950	SAN JOSE CA	2	3
01/01/00	881	CLOVIS NM	950	SAN JOSE CA	2	3
01/01/00	882	ROSWELL NM	950	SAN JOSE CA	2	3
01/01/00	883	CARRIZOZO NM	950	SAN JOSE CA	2	3
01/01/00	884	TUCUMCARI NM	950	SAN JOSE CA	2	3
01/01/00	990	SPOKANE WA	950	SAN JOSE CA	2	3
01/01/00	991	SPOKANE WA	950	SAN JOSE CA	2	3
01/01/00	992	SPOKANE WA	950	SAN JOSE CA	2	3
01/01/00	993	PASCO WA	950	SAN JOSE CA	2	3
01/01/00	994	SPOKANE WA	950	SAN JOSE CA	2	3
01/01/00	800	DENVER CO	951	SAN JOSE CA	2	3
01/01/00	801	DENVER CO	951	SAN JOSE CA	2	3
01/01/00	802	DENVER CO	951	SAN JOSE CA	2	3
01/01/00	803	DENVER CO	951	SAN JOSE CA	2	3
01/01/00	804	DENVER CO	951	SAN JOSE CA	2	3
01/01/00	805	DENVER CO	951	SAN JOSE CA	2	3
01/01/00	806	DENVER CO	951	SAN JOSE CA	2	3
01/01/00	807	DENVER CO	951	SAN JOSE CA	2	3
01/01/00	808	COLORADO SPRINGS CO	951	SAN JOSE CA	2	3
01/01/00	809	COLORADO SPRINGS CO	951	SAN JOSE CA	2	3
01/01/00	810	COLORADO SPRINGS CO	951	SAN JOSE CA	2	3
01/01/00	835	SPOKANE WA	951	SAN JOSE CA	2	3
01/01/00	838	SPOKANE WA	951	SAN JOSE CA	2	3
01/01/00	865	ALBUQUERQUE NM	951	SAN JOSE CA	2	3
01/01/00	870	ALBUQUERQUE NM	951	SAN JOSE CA	2	3
01/01/00	871	ALBUQUERQUE NM	951	SAN JOSE CA	2	3
01/01/00	872	ALBUQUERQUE NM	951	SAN JOSE CA	2	3
01/01/00	873	ALBUQUERQUE NM	951	SAN JOSE CA	2	3
01/01/00	874	FARMINGTON NM	951	SAN JOSE CA	2	3
01/01/00	875	ALBUQUERQUE NM	951	SAN JOSE CA	2	3
01/01/00	877	LAS VEGAS NM	951	SAN JOSE CA	2	3
01/01/00	878	SOCORRO NM	951	SAN JOSE CA	2	3
01/01/00	879	TRUTH OR CONSEQUENCES NM	951	SAN JOSE CA	2	3
01/01/00	880	LAS CRUCES NM	951	SAN JOSE CA	2	3
01/01/00	881	CLOVIS NM	951	SAN JOSE CA	2	3
01/01/00	882	ROSWELL NM	951	SAN JOSE CA	2	3
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01/01/00	884	TUCUMCARI NM	951	SAN JOSE CA	2	3
01/01/00	990	SPOKANE WA	951	SAN JOSE CA	2	3
01/01/00	991	SPOKANE WA	951	SAN JOSE CA	2	3
01/01/00	992	SPOKANE WA	951	SAN JOSE CA	2	3
01/01/00	993	PASCO WA	951	SAN JOSE CA	2	3
01/01/00	994	SPOKANE WA	951	SAN JOSE CA	2	3

**FCM SERVICE STANDARD ADJUSTMENTS (355 ZIP Pairs) IMPLEMENTED DURING A/P 5 & 6, FY-00**  
**(for Destinating ZIP Codes 940, 941, 943, 944, 945, 946, 947, 948, 950 & 951)**

Official Date of Change	ORIGIN ZIP	Origin Facility	DEST ZIP	Destination Facility	OLD Standard	NEW Standard
01/29/00	798	EL PASO TX	940	SAN FRANCISCO CA	2	3
01/29/00	799	EL PASO TX	940	SAN FRANCISCO CA	2	3
01/29/00	885	EL PASO TX	940	SAN FRANCISCO CA	2	3
01/29/00	798	EL PASO TX	941	SAN FRANCISCO CA	2	3
01/29/00	799	EL PASO TX	941	SAN FRANCISCO CA	2	3
01/29/00	885	EL PASO TX	941	SAN FRANCISCO CA	2	3
01/29/00	798	EL PASO TX	943	SAN FRANCISCO CA	2	3
01/29/00	799	EL PASO TX	943	SAN FRANCISCO CA	2	3
01/29/00	885	EL PASO TX	943	SAN FRANCISCO CA	2	3
01/29/00	798	EL PASO TX	944	SAN FRANCISCO CA	2	3
01/29/00	799	EL PASO TX	944	SAN FRANCISCO CA	2	3
01/29/00	885	EL PASO TX	944	SAN FRANCISCO CA	2	3
01/29/00	798	EL PASO TX	945	OAKLAND CA	2	3
01/29/00	799	EL PASO TX	945	OAKLAND CA	2	3
01/29/00	885	EL PASO TX	945	OAKLAND CA	2	3
01/29/00	798	EL PASO TX	946	OAKLAND CA	2	3
01/29/00	799	EL PASO TX	946	OAKLAND CA	2	3
01/29/00	885	EL PASO TX	946	OAKLAND CA	2	3
01/29/00	798	EL PASO TX	947	OAKLAND CA	2	3
01/29/00	799	EL PASO TX	947	OAKLAND CA	2	3
01/29/00	885	EL PASO TX	947	OAKLAND CA	2	3
01/29/00	798	EL PASO TX	948	OAKLAND CA	2	3
01/29/00	799	EL PASO TX	948	OAKLAND CA	2	3
01/29/00	885	EL PASO TX	948	OAKLAND CA	2	3

***ENCLOSURE 3***



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# 2/3 DAY SERVICE STANDARD REALIGNMENT MODEL

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## Background

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- **Concerns from AVPs during Business Reviews by PMG**
- **John Rapp tasked with conducting a National Review**
- **Must balance Upgrades and Downgrades**
- **No National Service Standard Network Analysis Since Automation**
- **History of Current Service Standards**  
**(Hotel Room-San Diego & 91-92 Realignment)**



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# Requirements

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- **External - Reliable, Consistent, Timely and Predictable Service**
  - **Internal - Achievable and Reasonable Service Standards**
  - **Baldrige - Align, Standardize**
-



**Process Review Team**

**REDACTED**



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## Mission Statement

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- Examine the existing Mail Networks and determine what changes need to be implemented
  - Provide customers and suppliers with reliable, predictable, and consistent service across the Nation
  - Follow Baldridge concept of Alignment, Standardization and Policies
  - Ensure that all Service Standards are logical and reasonable
-



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## Assessment Made by Team

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- **Inconsistent Service Standards**
  - **No Policy on Operating Plan Parameters**
  - **Airline-Related Issues (Failures, Refusals)**
  - **Postal Dispatch Discipline Problems**
  - **No Consistent Methodology Established for Determining Overnight, Two-Day, or Three-Day Service Standards**
  - **Customer Expectations Not Being Met on 2/3 Day Mail**
-

**REDACTED**

**REDACTED**

**REDACTED**



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## Example of 2-Day Inconsistencies

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- Washington DC - Fairly Small Geographic 2-day Area
- Salt Lake City - Large Geographic 2-Day Area





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## Example of 2-Day Inconsistencies

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- Jackson MS - Fairly Small Geographic 2-Day Area
- Springfield MO - Fairly Large Geographic 2-Day Area





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## Primary Operational Inconsistencies

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- **Originating (Outgoing) Clearance Times (CTs) have migrated later over recent years**
  - **Destinating ADC Critical Entry Times (CETs) have shifted earlier during the same timeframe**
  - **The result is a compressed and fluctuating Transportation Window between Origins & Destinations, especially for 2-Day Mail**
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## Service Standard Models Prepared

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- **Overnight** (currently being held in abeyance)
- **2-Day**
- **3-Day - Surface**
- **3-Day - Air**



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# Two-Day Model

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## **Two-Day Model Parameters**

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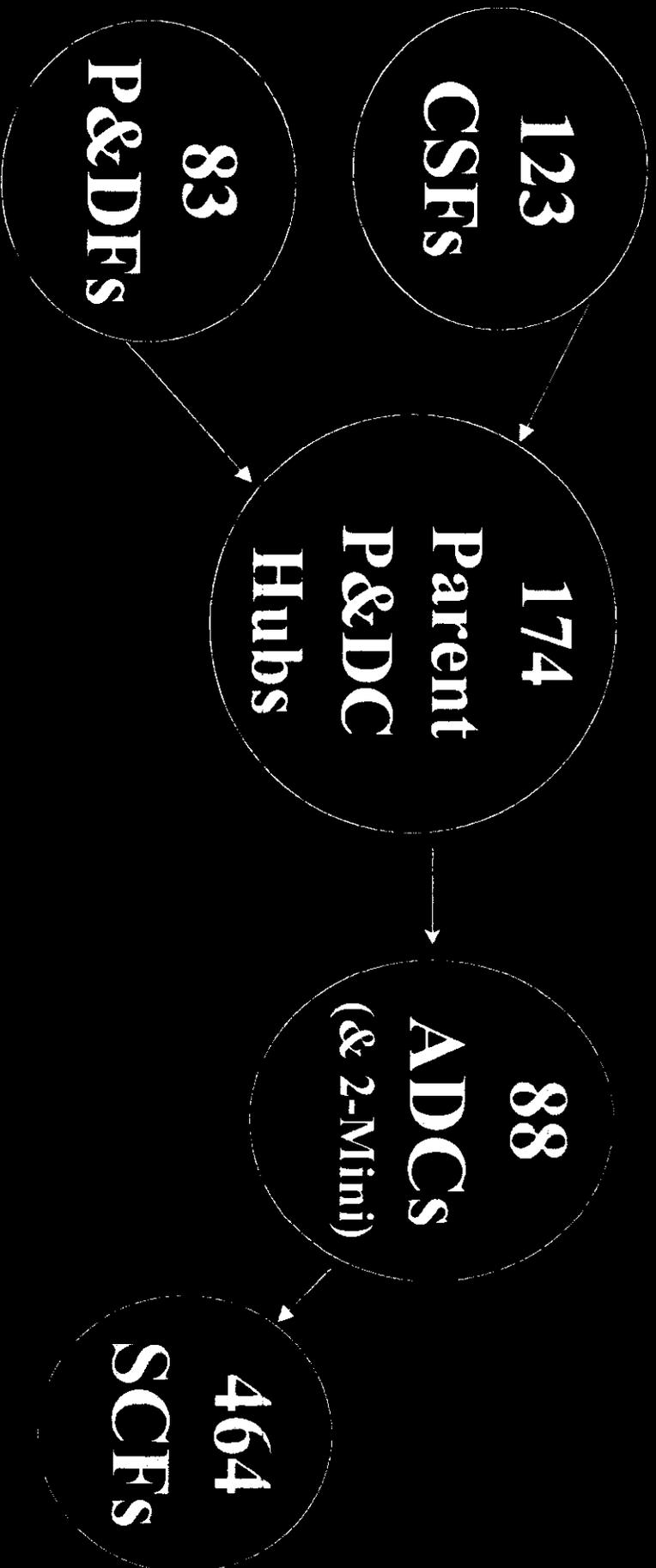
- **Data Driven Model (CTS, CETs, Drive Times)**
  - **Minimize the planned movement of Two-Day Mail by Air Transportation**
  - **Design a Two-Day Surface Network for use where volumes support it.**
  - **Establish National Operating Plan Parameters - No Later Than (NLT) for CTS and No Earlier Than (NET) for CETs**
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## 2/3-DAY NETWORK DESIGN

Originating → Destinating



380 Originating Postmarking Facilities



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## Established National Operating Parameters

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- **Overnight CT to be NLT 01:30**
  - Original Status -16 Postmarking Facilities Not Meeting 1-Day CT
  - Current Status - 2 Not Meeting 1-Day CT
  
- **2/3 Day Surface CT to be NLT 02:30**
  - Original Status - 61 Postmarking Facilities Not Meeting 2-Day CT
  - Current Status - 8 Not Meeting 2-Day CT
  - Original Status - 107 Postmarking Facilities Not Meeting 3-Day Surface CT
  - Current Status - 14 Not Meeting 3-Day Surface CT



## Established National Operating Parameters

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- **3 Day Air CT to be NLT 04:30**
  - Original Status - 43 Postmarking Facilities Not Meeting 3-Day Air CT
  - Current Status - 12 Not Meeting 3-Day Air CT
- **CTs which already preceded the National NLT (No Later Than) CT were to remain the same. The National implementation of the new CTs was May 22, 1999.**
- **Essentially replaced the Critical Entry Time (CET) method at ADCs with a new concept called ETA (Expected Time of Arrival), but National CET established as NET 18:00**



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## Two-Day Model

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- 15 1/2 Hour Transportation Window (02:30 to 18:00)
- 12 Hour Two-Day Reach
  - Origin Transportation Points (the 175 P&DCs) to the 88 Destinating ADCs
  - Used Projected Drive Times instead of just the distance between facilities
  - Allowed a 2 1/2 to 3 1/2 Hour Buffer for Volume Consolidation
- Model produces consistent Service Standards within a Destination ADC



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## Two-Day Model

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- **ETA method provides for a manageable Volume Arrival Profile while allowing for:**
    - **Multiple Stops**
    - **Dock Transfers**
    - **HUBS**
    - **HASPS**
  - **ETA Formula is:**
    - **Dock CT + Drive time + Buffer = ETA**
-



# Arrival Profile Table

Dock CT*	Buffer Hours	Travel Hours	ETA
2:30	3:30	1:00	7:00
2:30	3:30	2:00	8:00
2:30	3:30	3:00	9:00
2:30	3:30	4:00	10:00
2:30	3:30	5:00	11:00
2:30	3:30	6:00	12:00
2:30	3:30	7:00	13:00
2:30	3:30	8:00	14:00



# Arrival Profile Table

Dock CT*	Buffer Hours	Travel Hours	ETA
2:30	2:30	9:00	14:00
2:30	2:30	10:00	15:00
2:30	2:30	11:00	16:00
2:30	2:30	12:00	17:00

\* Departure times before 02:30 add to the Buffer Time Allowed

0:30	5:30	3:00	9:00
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**REDACTED**

**REDACTED**

**REDACTED**

**REDACTED**

**REDACTED**

**REDACTED**

**REDACTED**



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# Two-Day Model

Drive Time	Current 2-Day	2-Day		Modeled 2-Day	Net Change
		to 3-Day	to 2-Day		
15.5	162,686	13,409	133,786	283,083	120,377
14.0	162,686	17,650	99,781	244,817	82,171
12.0	162,686	27,078	58,399	194,007	31,321

# REDACTED



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# Two-Day Examples Off Maps Program

# EXAMPLE OF WHY SOME PAIRS ARE "NON-RECIPROCAL"

330 ↔ 290

SCF  
FLORENCE  
SC P&DF  
295

SCF  
CHARLESTON  
SC P&DF  
294

2-DAY

11:36 HRS

SCF  
FT LAUDERDALE  
P&DC  
333

12:06 HRS

3-DAY

SCF MIAMI  
P&DC  
331

SCF  
GREENVILLE  
SC P&DC  
296



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# Three-Day Surface Model



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## Three-Day Surface Model Parameters

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- **Three-Day Surface CT NLT 02:30**
  - **Earlier CTs Remain the Same**
  - **Destinating ADC CET NET 08:00 (Day 2)**
  - **Transportation Window - 29.5 Hours**
  - **20 Hour Three-Day Reach**
  - **9.5 Hour Buffer**
-



# 3-Day Surface Arrival Profile

Dock CT*	Buffer Hours	Travel Hours	ETA
2:30	9:30	13:00	01:00
2:30	9:30	14:00	02:00
2:30	9:30	15:00	03:00
2:30	9:30	16:00	04:00
2:30	9:30	17:00	05:00
2:30	9:30	18:00	06:00
2:30	9:30	19:00	07:00
2:30	9:30	20:00	08:00



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# Three-Day Examples Off Maps Program



## Transportation Requirements

- Build Transportation to meet the ETAs
- Utilize HUBS/HASPs
- Identify Appropriate Transportation Mode
- Air Transportation should be used when 2-Day volume cannot support Surface
- Buffer Utilization
- Service Standard Drives Transportation



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## National Transportation Team

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- **Monitor the construction of the new First Class Network**
  - **Ensure compliance with ETAs**
  - **Examine feasibility of new HUBs/HASPs (last resort)**
  - **Maximize Surface Transportation**
  - **Selection of Transportation Mode**
  - **Track the Cost Effectiveness of the new Network**



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## Summary

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- **Established National Parameters for CTS, CETs, ETAs**
- **Designed a Two-Day Surface Network**
  - **Dedicated Transportation**
  - **Under USPS Control**
- **Followed Baldrige**
  - **Established Operation Windows**
  - **Established Transportation Windows**



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## Summary

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- **Overnight, 2-Day and 3-Day Plans Independent**
  - **Used a Specific Methodology and Plan**
  - **Equitable 2-Day Service Standards**
  - **Identified Outliers as Exceptions**
  - **Used Catchball Process**
-



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## Next Steps

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- **Continue Comprehensive Plan to Maximize Service Performance**
  - **Continued Input From Areas**
  - **Implementation Plan**
  - **Remittance Mail Network**
-



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# Phase One

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- **Phase One Service Standard Adjustments planned for A/Ps 5 & 6, FY-00 (5,121 pairs to be impacted)**



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## Future Phases to be Implemented

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- 6 Additional Phases planned to be implemented between PQ 1-01 and PQ 2-02
  - Overall very minimum impact on the National Network, as only about 10% of the 849,106 ZIP Code Pairs will ever be impacted (either upgraded or downgraded) by the end of the implementation
  - Net results will be that we will have about **30,000 2-Day Pairs** than when the process began, thus improving service to our customers.
-



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# 2/3 DAY SERVICE STANDARD REALIGNMENT MODEL

PO Box 7868  
Santa Cruz CA 95061-7868  
March 10, 2001

General Counsel  
United States Postal Service  
475 L'Enfant Plz SW  
Washington DC 20260-1100

**Re: FOIA Appeal**

Dear Sir or Madam:

On January 27, 2001, I mailed a Freedom of Information Act (FOIA) request (copy enclosed) to Mr. Gary Litwinowicz, manager of Service Management Policies and Programs. As my FOIA request describes, I requested documents and records concerning changes in service standards for First-Class Mail destined to certain three-digit ZIP Code areas.

On February 16, 2001, Mr. Litwinowicz provided three types of records responsive to my request. I have enclosed a copy of his cover letter. Enclosure 1 was a one-page e-mail message. Enclosure 2 was a seven-page spreadsheet-style listing. Enclosure 3 consisted of 44 pages of slides from a PowerPoint or similar presentation. Pages 7, 8, 9, 23, 24, 25, 26, 27, 28, and 29 of Enclosure 3 were completely redacted; in fact, a white sheet of paper on which the words "REDACTED" were printed was substituted in place of the redacted pages. The bottom half of page 30 was redacted, with the words "REDACTED" placed on top of the original text, background, and any graphics. In the same way, most of page 4, titled "Process Review Team," was redacted. Mr. Litwinowicz explained that the redacted information consisted of "data reflecting internal operational plans as well as mail volumes." He added that this data "is considered commercially sensitive and privileged and is routinely withheld from public disclosure." He cited 39 U.S.C. § 410(c)(2) as justification for withholding this information. He also noted that names of team members who participated on the realignment team were being withheld for "privacy reasons." He did not cite a FOIA exemption for withholding the names of the team members. I hereby appeal Mr. Litwinowicz's decision to withhold information contained in Enclosure 3.

According to 5 U.S.C. § 552(b), "Any reasonably segregable portion of a record shall be provided to any person requesting such record after deletion of the portions which are exempt under this subsection. The amount of information deleted shall be indicated on the released portion of the record[.] \* \* \* If technically feasible, the amount of the information deleted shall be indicated at the place in the record where such deletion is made." With the possible exception of page 4, I suspect that each of the pages that were redacted partially or completely contain titles and headings describing the type of information being withheld. These words surely were not properly withheld under 39 U.S.C. § 410(c)(2). For example, if a redacted record indicated the volume of First-Class Mail from Albuquerque to San Francisco, the Postal Service could not legally have withheld words such as "volume" or names such as

United States Postal Service  
March 10, 2001  
Page 2

"Albuquerque" and "San Francisco." The Postal Service also failed to indicate the amount of information being deleted.

I request that the Postal Service provide me with the portions of the records that can reasonably be segregated from any portions that have been properly withheld under 39 U.S.C. § 410(c)(2). Pursuant to 5 U.S.C. § 552(b), I also request an indication of the amount of information that was deleted. In addition, if feasible, at the place in the record where the deletion was made, I request an indication of the amount of information that was deleted. Finally, unless the records that the Postal Service provides me under this appeal completely explain the nature of the information being withheld, I request that the Postal Service provide me with a *Vaughan* index or equivalent that specifically describes the type of information being withheld. I reserve my right to appeal the withholding of information under 39 U.S.C. § 410(c)(2) until after the Postal Service provides a response that meets the requirements of 5 U.S.C. § 552(b). Only at that point will I have a reasonable opportunity to evaluate the legality of the decision to withhold information under 39 U.S.C. § 410(c)(2), as not all internal operating plans nor all types of volume data — the only descriptions that I have about the information that the Postal Service withheld under 39 U.S.C. § 410(c)(2) — may be withheld under 39 U.S.C. § 410(c)(2).

I also appeal the Postal Service's decision to withhold the names of the team members who participated on the realignment team. Mr. Litwinowicz cited no FOIA exemption or other regulation purporting to justify his decision to withhold this information. In fact, no FOIA exemption exists to permit the Postal Service to withhold this information. The closest exemption is exemption 6, "personnel and medical files and similar files the disclosure of which would constitute a clearly unwarranted invasion of personal privacy[.]" This information does not qualify as a personnel, medical, or similar file, nor would disclosure "clearly," if at all, constitute an invasion of personal privacy, unwarranted or not. Therefore, I request that the Postal Service provide the records containing the names (and titles, if this information appears in the records) of the team members who participated on the realignment team.

Pursuant to 5 U.S.C. § 552(a)(6)(A)(ii), I look forward to receiving your response to my appeal within 20 working days.

Thank you.

Sincerely,



Douglas F. Carlson

Enclosures

PO Box 7868  
Santa Cruz CA 95061-7868  
April 20, 2001

Mr. Gary W. Litwinowicz  
Manager  
Service Management Policies and Programs  
United States Postal Service  
475 L'Enfant Plz SW Rm 6801  
Washington DC 20260-1603

**Re: Freedom of Information Act Request**

Dear Mr. Litwinowicz:

On February 16, 2001, you responded to my Freedom of Information Act (FOIA) request dated January 27, 2001, by sending me, among other documents, 44 pages of slides from a PowerPoint or similar presentation and a seven-page spreadsheet-style listing. The title of the spreadsheet-style listing was "FCM Service Standard Adjustments (355 ZIP Pairs) Implemented During A/P 5 & 6, FY-00 (for Destinating ZIP Codes 940, 941, 943, 944, 945, 946, 947, 948, 950 & 951)." The page or slide numbered 43 indicated that six additional phases of changes to service standards for First-Class Mail would be implemented between "PQ 1-01 and PQ 2-02."

**Part One**

Pursuant to FOIA, I request a copy of each document and record that identifies a change to service standards for First-Class Mail that the Postal Service either has implemented since the beginning of fiscal year 2000 or plans to implement by the end of fiscal year 2002. The documents or records should indicate, for each ZIP Code pair, the old standard and the new standard, as well as the effective date of each change and the city name associated with each three-digit ZIP Code. Ideally, I am seeking a listing similar to the seven-page listing that you provided on February 16, 2001.

At this time, I am not willing to pay any fees for the provision of this information. According to 39 C.F.R. § 265.9(g)(2)(i), fees shall not be charged for the first 100 pages of duplication and the first two hours of search time. If fees will need to be charged, please notify me in advance. If the total fees, if any, for search time and duplication for providing this information in Microsoft Excel electronic format would not exceed the fees, if any, for providing this information in hard-copy format, I request the information in Microsoft Excel electronic format; otherwise, I request the information in hard-copy format.

I believe that a brief explanation of my objective would be productive at this point. In writing this FOIA request, I must necessarily request, in general terms, documents and records that should provide the information that I need. Please understand, however, that the seven-page spreadsheet-style listing that you provided on February 16, 2001, is precisely the type of listing that I would like to receive to allow me to understand the changes that the Postal Service has made or plans to make to service standards for First-Class Mail. Moreover, if the cost, if any, of providing a Microsoft Excel electronic version of this spreadsheet will not exceed the cost, if any, of providing this information in hard-copy format, I would appreciate receiving this information in Microsoft Excel electronic format. If you provide the type of spreadsheet described above for all changes to service standards for First-Class Mail implemented or scheduled to take effect between fiscal year 2000 and fiscal year 2002, I will consider part one of this FOIA request to have been fulfilled, and you will not need to search any further or provide other documents or records.

#### Part Two

Also pursuant to FOIA, I request documents and records indicating the approximate total volume of mail for which the service standard has changed and will change from two days to three days, as well as the approximate total volume of mail for which the service standard has changed and will change from three days to two days.

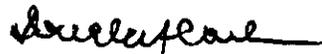
As before, at this time I am not willing to pay any fees for the provision of this information. If fees will need to be charged to provide the information I am requesting in this letter, please search for and provide the documents and records requested in part one of this FOIA request before searching for and providing the documents and records requested in part two. Please apply free search time and free duplication to the request contained in part one before applying free search time and duplication to the request contained in part two. Please contact me in advance if any fees will need to be charged.

I look forward to receiving the information that I have requested within 20 working days of the date on which you receive this request.

Please contact me if you need to clarify any portion of my request.

Thank you for your time.

Sincerely,



Douglas F. Carlson



May 23, 2001

Douglas F. Carlson  
P.O. Box 7868  
Santa Cruz CA 95061-7868

Dear Mr. Carlson:

This responds to your Freedom of Information Act (FOIA) Request, dated April 20, 2001, which requested information regarding First Class Mail (FCM) Service Standard Changes that have taken place during FY-2000, FY-2001 to date, and any that might be planned for the remainder of FY-2001 through FY-2002:

In your request you make reference to the information we provided to you in our FOIA response dated February 16, 2001, which outlined a plan to implement FCM Service Standard Changes through FY-2002. Please be advised that, since that document was originally published, we have modified, consolidated and accelerated our plans to realign our FCM Service Standards. As such, the final phase was recently implemented on May 19, 2001. The implementation of this phase fully completes the realignment process outlined in our referenced February 16<sup>th</sup> response. There are currently no plans to make any additional FCM Service Standard Changes through FY-2002. For this reason, we are unable to provide you with any information regarding your request for additional Service Standard Change information through FY-2002.

In order to comply with your request in the fashion that you indicated as **your preference**, enclosed you will find a CD-ROM with an Excel Workbook containing data regarding our FCM Service Standard Changes initiated during FY-2000 and FY-2001 to date. The Excel Worksheets contained within the Workbook cover the complete list of changes implemented on the following dates during those periods:

- ◆ Changes implemented during A/Ps 5 & 6, FY-00 (January 1, 2000 through February 25, 2000)
- ◆ Changes implemented on September 9, 2000 (the start of PQ 1-01)
- ◆ Changes implemented on February 24, 2001 (the start of PQ 3-01)
- ◆ Changes implemented on May 19, 2001 (the start of PQ 4-01)

Each of the four implementation periods has two Worksheets associated with it:

1. The information you requested under "**Part One**" of your FOIA request is on an individual sheet, labeled "Specific Changes" with the details of each individual change, including Origin and Destination ZIPs, associated 3-Digit facility names, the date of the change, the old standard and the new standard. As you requested, this is the same format as the 7-page attachment provided with our February 16, 2001 response.
2. Each implementation date has a second Worksheet associated with it which is identified as an "Overview" sheet. In "**Part Two**" of your FOIA submission, you requested information regarding the "*...the approximate total volume of mail for which the service standard has changed and will change...*" As you are already aware, based on our February 16, 2001 response to you, we consider such data regarding specific volumes of mail to be proprietary, commercially sensitive and privileged and it is routinely withheld from public disclosure. Therefore, the requested specific volumes involved with the subject Service Standard Changes is being withheld from disclosure under the FOIA by 39 U.S.C. 410(c)(2).

However, in attempting to respond to the spirit of your request with the most complete information possible under our current policies, we have designed the "Overview" sheets which contains the specific **percentage of our National Total FCM volumes that was impacted** during each of the implementation periods. We have included, as also requested, the relative volumes (percentages) going from 2-Days-to-3-Days (shown as Downgrades) and the volume percentages going from 3-Days-to-2-Days (shown as Upgrades). In an effort to have as full disclosure as possible, we have additionally provided the same data for the **total number of ZIP Code pairs impacted and the corresponding percentages that said changes represent** for our overall National Network. Based on the "*brief explanation*" you provided at the bottom of "Part One" of your request regarding your "*objective*" in seeking this information under the FOIA, this additional information may assist you in your stated desire to better "*...understand the changes that the Postal Service has made or plans to make to service standards for First Class Mail.*"

3. Since we excluded a portion of the requested records from disclosure, I am required to inform you that you may appeal any portion of this initial determination by a letter directed to the General Counsel, United States Postal Service, 475 L'Enfant Plaza, SW, Washington DC 20260-1100.

I trust that you will find this information comprehensive and fully responsive to the spirit of your request. Should you have any questions regarding the information on the enclosed CD-ROM, please contact Chuck Gannon, National Program Manager, USPS Service Standards, at your earliest convenience on 202-268-2659.

Sincerely,



Gary W. Litwinowicz  
Manager  
Service Management Policies and Programs

Enclosure (CD-ROM)

cc:

Mr. Barranca  
Ms. O'Connell  
Mr. Gannon  
Ms. Oliver

PO Box 7868  
Santa Cruz CA 95061-7868  
May 26, 2001

Ms. Mary Anne Gibbons  
General Counsel and Vice President  
United States Postal Service  
475 L'Enfant Plz SW  
Washington DC 20260-1100

Dear Ms. Gibbons:

On March 10, 2001, I submitted an appeal of the decision of Mr. Gary Litwinowicz, manager of Service Management Policies and Programs, to withhold certain information in responding to my FOIA request dated January 27, 2001. This FOIA request concerned changes to First-Class Mail service standards. FOIA required the Postal Service to respond to my appeal within 20 working days. To date, I have received no response to my appeal.

I would prefer not to file a complaint with the United States District Court in order to resolve this appeal. However, as I have done in the past, I will file a complaint if I determine that a court action will be the only way to compel the Postal Service to observe FOIA. Therefore, I would appreciate if you would advise me by June 7, 2001, of a date by which I can expect to receive a response to my appeal.

In *Carlson v. United States Postal Service* (Northern District of California, Civil File Case No. C-00-1880-SBA), I presently am seeking a declaratory judgment concerning another FOIA issue that I took to court after the Postal Service ignored my administrative appeal. Under relevant case law, the Postal Service's failure to comply with FOIA will strengthen my request for a declaratory judgment. I expect to cite my experience with this appeal as further evidence of the need for a declaratory judgment to deter the Postal Service from violating FOIA.

I look forward to receiving your response to my appeal.

Thank you.

Sincerely,



Douglas F. Carlson

cc: Margaret O'Connell, USPS Law Department  
Jocelyn Burton, U.S. Attorney's Office